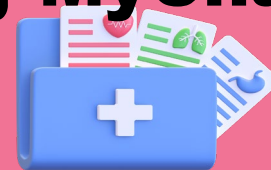




**Hilltown Community
Health Center**

Activating MyChart



The simplest way to activate your MyChart account is by clicking on the link provided in a text from the health center. To receive this text, please ask the front desk to send you the link to sign up.

1. You will receive a text like this. Click on the **link**.



Hi Deb. Sign up for MyChart using this link: https://mchrt.io/srEGHJAteIPNUz8_f64

2. Create a **username**.



3. Create a **password**.



Your password must be at least 8 characters, which must include at least:

- one capital letter (A, B, C, etc.)
- one lowercase letter (a, b, c, etc.)
- one numeral (1, 2, 3, etc.)
- one symbol (!, #, etc.)

MyChart Signup

MyChart username

Create password
 Show

Must contain at least:

- One lowercase letter.
- One uppercase letter.
- One number.
- One special character.

Date of birth
 / /
mm dd yyyy

Submit

4. Enter your **date of birth**.

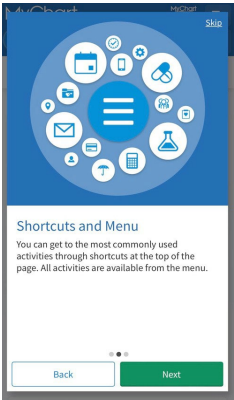
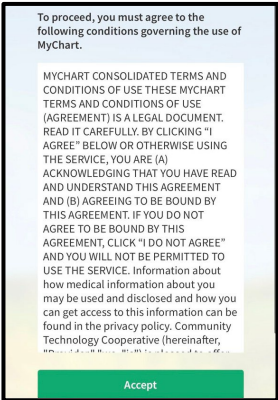


5. When you're finished, click **Submit**.



Note: You must be at least 12 years old to create a MyChart account. Parents of children younger than 12 can still gain proxy access to their child's medical information through MyChart.

6. Take a moment to review the Terms and Conditions. When you're ready, click **Accept**.



7. You will be prompted to watch a video tutorial on using MyChart. We recommend you take a few moments to do so.

8. Once finished, click **Next**. A slide will pop up with more information, read it and click **Next**. Finally, on the last slide, click **DONE**

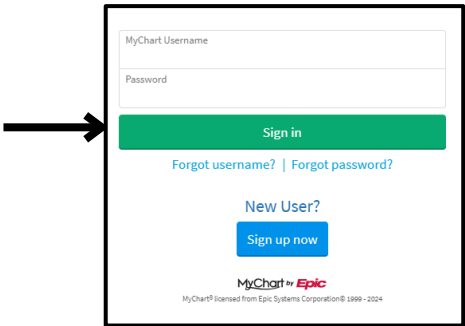
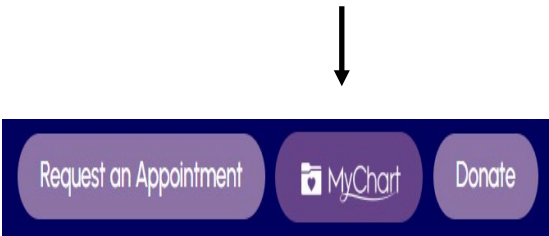


Congratulations, you have successfully enrolled in MyChart! You can begin viewing your medical information, communicate with your doctor, and much more right away.

You can access MyChart anytime by visiting the HCHC website at <https://www.hchcweb.org/> and clicking on the **Patient Portal** in the top left corner.

Enter the username and password you created and click **Sign In**.

We also recommend downloading the free MyChart by Epic app onto your smartphone for your convenience.

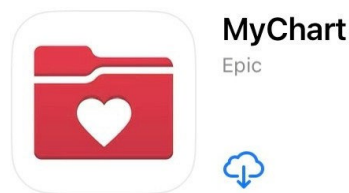


Accessing MyChart

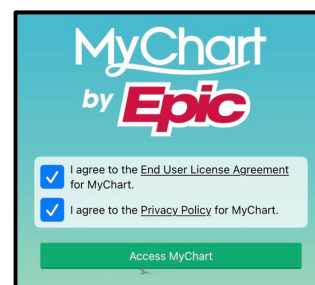
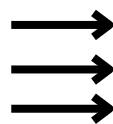


Download the MyChart App

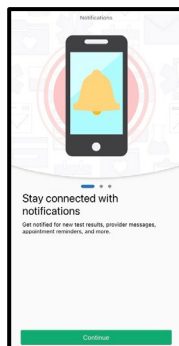
1. Go to your App Store (iPhone), Google Play (Android), or wherever you download new apps and search for and download the **MyChart by Epic** app.



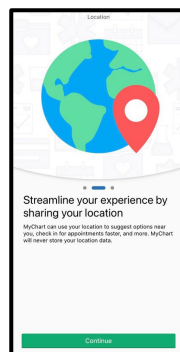
2. Click to read and accept MyChart's End User License Agreement and Privacy Policy. Then click **Access MyChart**.



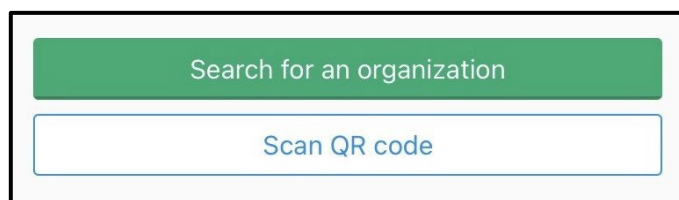
3. Click **Continue**. We strongly recommend turning on app notifications when prompted.



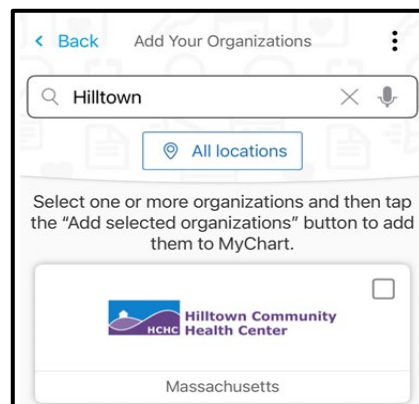
4. Click **Continue**. You can then decide whether you want to share your location with the app.



5. Click **Search for an organization**.



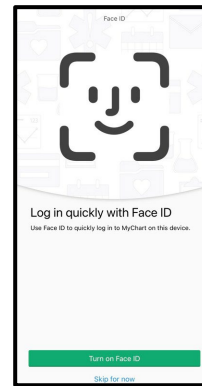
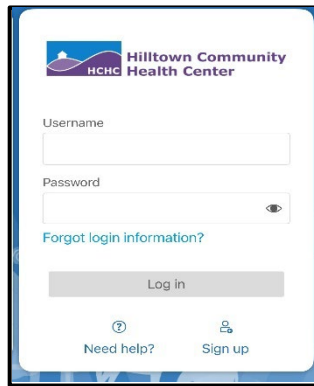
6. Type **Hilltown** in the search bar.



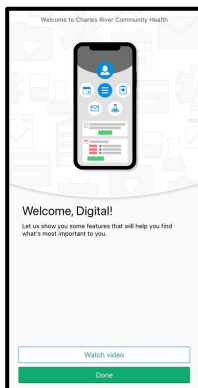
7. Select **Hilltown Community Health Center** from the list of results. Then click **Add Selected Organizations (1)** at the bottom of the screen.



8. Enter your username and password. Click **Log in**.



9. You can choose to **Turn on Face ID** for the app or **Skip for now**.

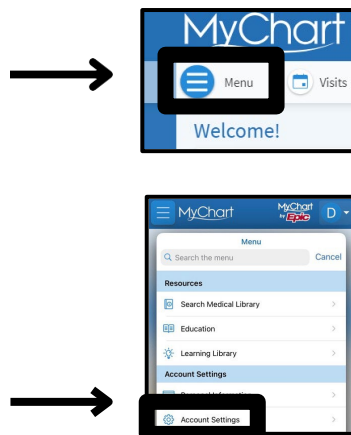


10. You will be prompted to watch a video tutorial, which we recommend. Once finished, click **Done**. You now have full app access to MyChart through your phone!

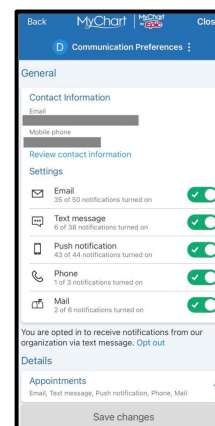
Setting Notification Alerts

We recommend allowing MyChart to send you an email or text when there is new information available in your account so you can be up to date on your health information.

1. Click on **Menu** in the top left corner of the screen. In the dropdown menu that opens, click **Account Settings**.



2. Under **General**, verify that your email and phone number are correct.



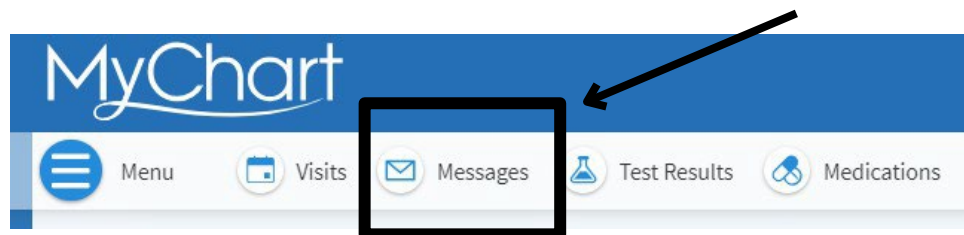
3. Under **Details**, you can customize notification updates for individual types of alerts (e.g. Appointments, Messages, Telehealth). We recommend turning on notifications for all.

Make sure all the notification methods you prefer are selected (they will appear green with a checkmark).

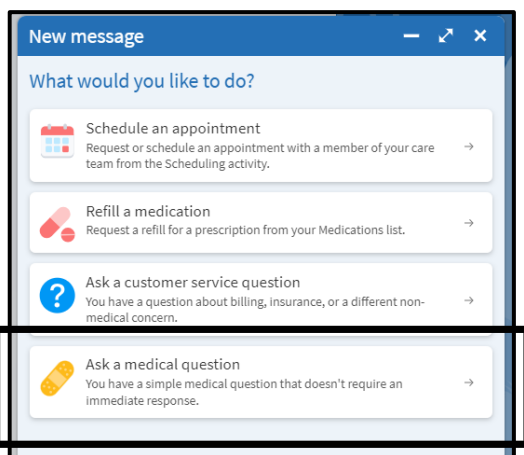
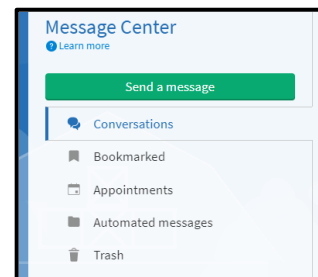
Ask a Non-Urgent Medical Question



If you have a **non-urgent** medical question, you can send a message to your doctor and their staff. This message is secure and private.



Click the green button to **Send a message**.



MyChart gives you the ability to communicate with your doctor without needing to make a separate appointment or phone call.

To do this, click **Ask a medical question**.

There are many reasons you might want to message your doctor. Perhaps you're not sure whether you need to be seen, have a question about medication, forgot to bring up something at your last appointment, or need a referral.

Messaging Disclaimer

MyChart messaging is intended only for non-urgent messages to your health center and should not be used in a medical emergency. If you need immediate attention, dial 911 or seek medical help from the nearest hospital or emergency treatment center. This message will be part of your permanent medical record. It will be viewable by any health center staff who has authorized access to your records, including all members of your treatment team. Note that message response times may vary.

Next

Read the disclaimer and click **Next**. Remember, MyChart messaging is for non-urgent medical questions only. In the event of a medical emergency, dial 911 or seek medical help from the nearest hospital or emergency treatment center.

Medical question

What type of medical question?

Non-Urgent Medical Question →

Prescription Question →

Test Results Question →

Visit Follow-Up Question →

Select **Non-Urgent Medical Question**. You may instead choose one of the other available options if your question specifically concerns a prescription, test result, or recent visit.

Non-Urgent Medical Question

Who do you want to contact?

Provider Name →

Click on your provider's name from the list.

Non-Urgent Medical Question

To: Provider Name

Call 911 if you have an emergency. [Learn more](#)

* Subject

* Enter your message...

Discard **Attach** **Send**

In one or two words, write the topic of your message in the **Subject** line.

Then, write your message in the **Message** box. Make sure to include relevant dates, details, and any other information you want your doctor to know. You can include a picture or file with your message by clicking **Attach**. When you are finished, click **Send**.

Someone from the health center should respond within three business days. If you've opted to receive notifications for new messages in your MyChart, you'll receive an email and/or text when there is a reply.

Family Proxy Access



You can access your family member's medical records and view their health information by obtaining their consent and/or requesting proxy access.

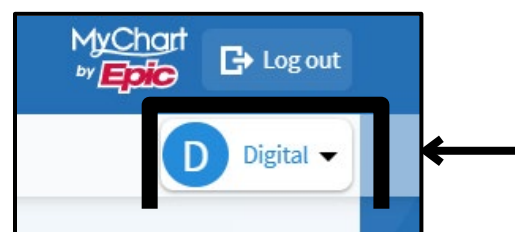
If you're a parent, you can have full access to your child's record until age 12, and limited access through age 17 only with the permission of your child.

Access a Family Member's Record

For proxy access, ask at the front desk. Patients will need to talk directly to our staff to give permission

After you've received permission, you can switch to your family member's chart from your own chart.

Select the Switch menu by clicking on **your name** in the top right corner of the screen beneath the Log out button.



If you have been properly granted access, your family member's name will appear on the menu beneath your name in a different color. You can navigate their record by clicking on their name.

You can always navigate back to your record or look at a different family member's record to which you have access, by going back to the Switch menu and selecting the person's name.



View and Print Immunization Record

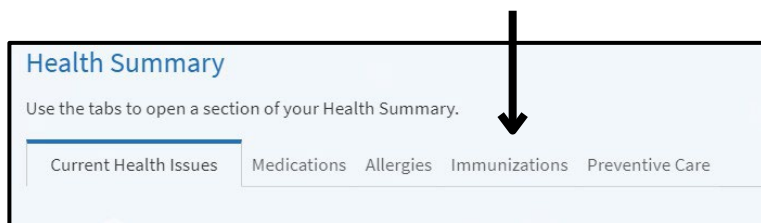
Sometimes, schools and employers request immunization records. You can view and print your and/or your child's immunization records at any time by accessing the Health Summary.

1. Make sure you are in the account of the person's immunization record you want to see.

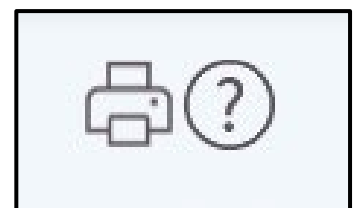
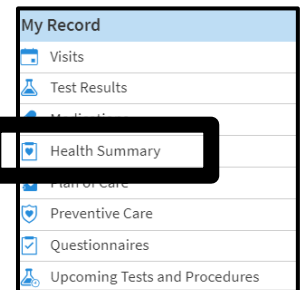
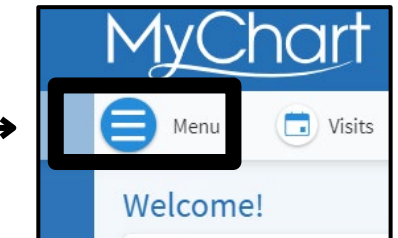
2. Click on **Menu** in the top left corner of the page.

3. In the dropdown menu that opens, click **Health Summary** under My Record.

4. Under Health Summary, click on the **Immunizations** tab. You will be able to see a list of all the immunizations the health center has on record for you.



5. To print, click on the printer icon in the top right corner of your Health Summary and select your printing preferences.

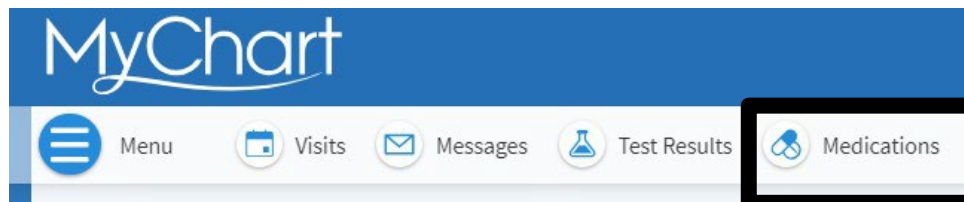


Hilltown Community
Health Center

Manage Your Medications



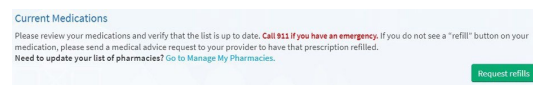
View your current medications by clicking on **Medications** in the top toolbar.



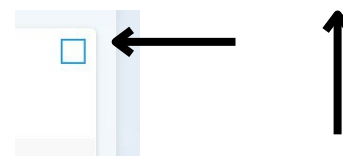
You can see details for each medication, including the prescribed dosage, instructions, and prescribing physician. You can also view additional information about a medication and its potential side effects by clicking **Learn More**.

Request a refill

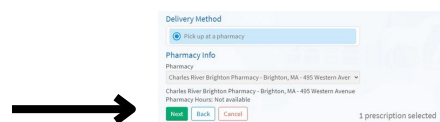
1. On the Medications page, click the green button to **Request Refills**.



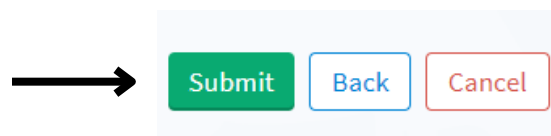
2. Select the check box next to the medication you want refilled.



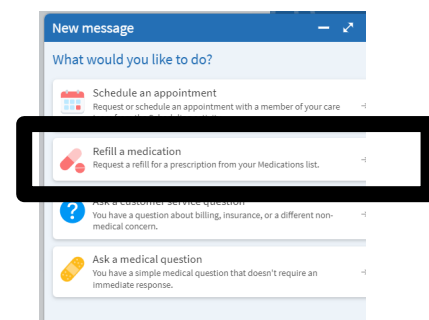
3. Select a delivery method, pharmacy, and pickup date and time, if applicable. Click **Next**.



4. Review your request and click **Submit**.

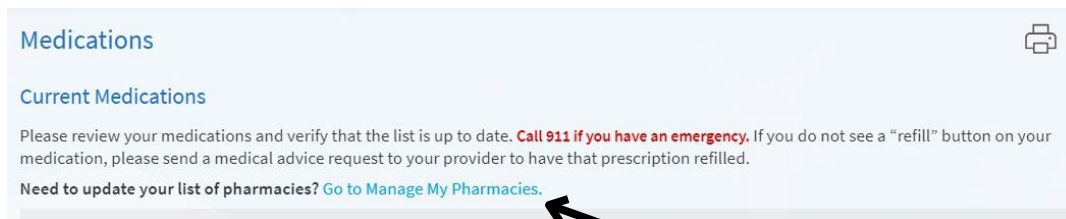


You will receive a message in your MyChart inbox when your refill request is processed. If you do not see a refill option on your medication, you can send a **Medical Advice Request** to your provider through the Messages page.

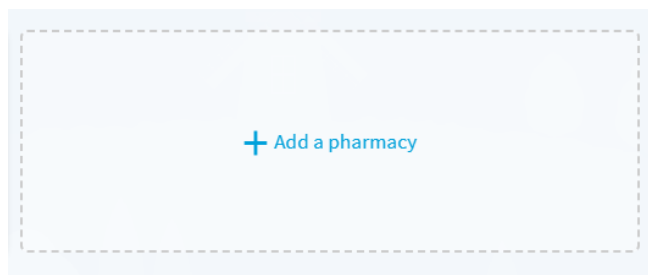


Add or Change Your Pharmacy

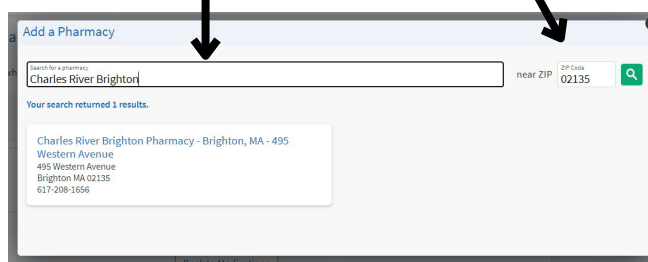
On the Medications page, click the blue link **Go to Manage My Pharmacies**.



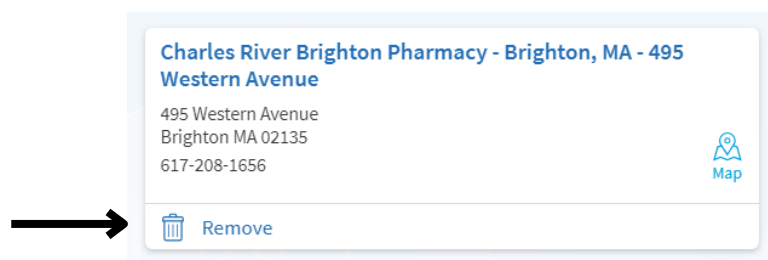
Click the box **Add a pharmacy**.



Search for your pharmacy by name and/or zip code and click on its box in the results.



You can remove a pharmacy you no longer use by clicking **Remove** on the bottom left of its box.



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